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APPLICANTS Liam Mannion, Galway, IRELAND; Seamus Hayes, Galway, IRELAND; Donald McNelis, Falkirk, UNITED KINGDOM; Paul Kelly, Co. Galway, IRELAND;				
** CONTINUING DATA *****				
** FOREIGN APPLICATIONS *****				
IF REQUIRED, FOREIGN FILING LICENSE GRANTED ** 01/06/2004				
Foreign Priority claimed <input type="checkbox"/> yes <input type="checkbox"/> no 35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after met Allowance Verified and Acknowledged _____ Examiner's Signature Initials		STATE OR COUNTRY IRELAND	SHEETS DRAWING 3	TOTAL CLAIMS 15 INDEPENDENT CLAIMS 4
ADDRESS AIR MAIL NORTEL NETWORKS LIMITED 195 THE WEST MALL TORONTO, ONM9C 5K1 CANADA				
TITLE LOAD BALANCING IN A NETWORK OF CONTACT CENTRES				
FILING FEE RECEIVED 1624	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit	